

Comments of The Boxes etc.doc

Reference: Docket MC2012-26

Date: July 30, 2012

By: Michele Zajac

Dear Commissioners,

As a small shipping business owner and Authorized USPS shipper and Commercial Mail Receiving Agency (CMRA), I have 3 part-time employees year-round and an additional 3 during holiday season. I work very hard to keep the business running and treat customers and vendors fairly, expecting the same in return. I am requesting that you take my comments in to consideration to disallow the United States Post Office's request for enhanced services, including but not limited to:

1. Acceptance of third-party parcels and other shipments from carriers, including UPS, FedEx and DHL.
2. The ability to use a street address for Post Office Box renters over the standardized PO Box number.
3. The ability to provide email/text message notification to Post Office Box renters as real mail notification.

These new sought out business opportunities proposed by the United States Postal Service will provide the USPS an unfair advantage and unequal competition over independent shipping owners that have worked to provide services and customer satisfaction that to date the United States Postal Service has been unable to fulfill. It is common knowledge that the United States Postal Service must provide an economical source of mail services. It does not guarantee quality, performance and delivery. As an authorized shipper and CMRA, we work with the community and our customers to provide them the quality and care they deserve. We do our best to represent the carriers for our store. We provide friendly and knowledgeable information to our customers. We don't require them to purchase a roll of tape to close a box as the local post offices do. We verify every address they give us to make sure it is valid, that postal codes are correct and that addresses verify as legitimate, even if it requires checking additional search and address databases. It is important for us to get our customers packages safely and securely from point A to point B. The same can not be said for the United States Post Office. And now they want to offer cheap solutions that we knowingly know that they can not deliver on? The United States Postal Service is already working under skeletal conditions. Resources are limited or non-existent. To try to expand services and capabilities for general services that are already in jeopardy would be a huge injustice to the general public as well as small businesses who would depend on their promises not to be kept. And it would be businesses, such as mine that would bear the brunt of a poor reputation from a generalized industry.

The United States Postal Service should be held responsible for damages and improper services as much as small and large businesses are held accountable for their services rendered and practiced. If any other business ran a service like the United States Postal Service, they would be put out of business for inappropriate and deceptive practices. A case in point would be the United States Postal Services' marketing scheme for flat-rate priority shipping. The holiday commercials are nothing but deceptive.

Review the ad - A trunk of wrapped packages to ship and the largest one wouldn't even fit in a flat rate 12x12x6. And yet the Postal Service mentions as low as \$4.95 but does not mention that the packages visually shown will not ship flat rate. It is wrong. It is wrong to think that the Postal Service with limited means can expand services and do the job well. But doing services well is not in the vision statement of the United States Postal Service – only economical.

Nobody is asking to put the United States Postal Service out of business. We only ask that the Service operates fairly to the United States General Public and Businesses, which at this time they do not. It is unwise and unfair to give the United States Postal Service an unfair advantage over small businesses that work to employ people and provide quality services to their customers. It was once said to me do a job well or don't do it at all. In this case the USPS has already proven financially that it can not do its basic job well, therefore allowing the United States Postal Service to expand offerings it has already proven it can not handle the existing workload and would be a detriment to other carriers and shipping providers and services.

Sincerely,

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